

Responses of Mr. Donald I. Marshall,  
Broadwing Local Services Inc.  
To Cross Examination Questions

1. Please provide the name, address, telephone, and fax number of the person at your company that will be responsible for working with the Commission's Consumer Services Division for complaint resolution?

Response:

Judy Piepmeier  
Regulatory Associate  
201 E 4<sup>th</sup> Street, Room 102-910  
Cincinnati, OH 45202  
513-397-7462 (voice)  
513-352-0684 (fax)  
judy.piepmeier@cinbell.com

2. Is your company seeking any waivers or variances of certain Commission rules and regulations in this proceeding that pertain to local exchange service? Please provide evidence as to why your company is seeking any waiver or variance.

Response:

BLSI is seeking waivers of Part 710 in its entirety, and Part 735.180. Part 710 deals with the Universal Systems of Accounts ("USOA") while Part 735.180 deals with the printing, distribution, and inclusion of information associated with directories. BLSI will contract with the Incumbent LECs ("ILEC") to include the listings of those customers that BLSI serves in their directories.

3. Will your company comply with 83 Illinois Administrative Code Part 772, Pay-Per-Call Services, including Part 772.55(a)(1), Billing and Part 772.100(d) Notices?

Response:

BLSI does not plan to offer pay-per-call features at this time.

4. Will your company comply with 83 Illinois Administrative Code Part 705, Preservation of Records of Telephone Utilities?

Response:

Yes.

5. Will your company abide by 83 Illinois Administrative Code Part 735, "Procedures Governing the Establishment of Credit, Billing, Deposits, Termination of Service and Issuance of Telephone Directories for Telephone Utilities in the State of Illinois"?

Response:

Yes. With the exception of 83 Illinois Administrative Code Part 735.180, as described in our response to question 2.

6. Who will provide customer repair service for your company?

Response:

BLSI has a fully staffed customer care center that will be utilized for this function. Our repair center is staffed from 7:00am until 8:00pm (EST) Monday through Friday. For all other hours, including weekends and holidays, customer calls will be handled through call center representatives who can contact on-call repair personnel for the resolution of all repair issues.

7. How many people does the company employ?

Response:

Broadwing employs approximately 2,500 people.

8. Will your company meet the requirements as they pertain to the Telephone Assistance Programs imposed by Sections 13.301 and 13.301.1 of the Illinois Public Utilities Act and 83 Illinois Administrative Code Part 757?

Response:

BLSI understands that these programs are intended for low-income residential subscribers. Since BLSI does not plan to initially provide residential service, these requirements are not applicable to this application. However, as BLSI provides residential service in the future, BLSI will follow and adhere to any and all requirements as specified in these requirements.

9. Will your company solicit, collect, and remit the voluntary contributions from its telephone subscribers to support the Telephone Assistance Programs?

Response:

Yes. See response to question 8 above.

10. Does your company plan on filing to become an Eligible Telecommunications Carrier?

Response:

Not at this time.

11. Does the company realize that it will not be able to receive any of the federal reimbursements for the Lifeline and Link Up Programs if it is not an eligible carrier?

Response:

Yes.

12. Will your company offer all of the waivers associated with the Universal Telephone Service Assistance Programs (UTSAP)?

Response:

Yes. See response to question 8 above.

13. Will your company abide by the regulations as prescribed in 83 Illinois Administrative Code Part 755, "Telecommunications Access for Persons with Disabilities," 83 Illinois Administrative Code Part 756 "Telecommunications Relay Service," and Sections 13-703 of the Illinois Public Utilities Act?

Response:

Yes.

14. Will the company's billing system be able to distinguish between resale and facilities based service for the collection of the ITAC line charge?

Response:

Yes. BLSI's billing system utilizes separate accounting codes to differentiate between resale local services and facilities-based local services. BLSI will delineate services on the end user bill with separate line item descriptions.

15. Has your company signed and return the Universal Telephone Assistance Corporation ("UTAC") and the Illinois Telecommunications Access Corporation ("ITAC") to Commission staff?

Response:

Yes. These forms are included in this filing.

16. Please describe your company's internal process for complaint resolution, the escalation process within your company, and when a customer is notified that they may contact the Illinois Commerce Commission for assistance.

Response:

Customer complaints are given the highest priority at BLSI. All complaints are documented on customer records and are worked to conclusion by customer service representatives (CSR's). CSR's are authorized to make refunds or adjustments as necessary to achieve customer satisfaction up to certain levels. Beyond those levels, CSR supervisors take over the complaint process and are responsible for closure. CSR's and supervisors are trained to rapidly escalate complaints to upper management for quick and complete resolution with the customer. All customer contact personnel are provided with state and federal regulatory contact information and are trained to readily provide this information should customers indicate they are not satisfied with our services.

17. Will the company file tariffs for all services and charges associated with providing local telephone service, including specific programs. e.g., 9-1-1, UTAC, and ITAC?

Response:

Yes.

18. How does your company plan to solicit customers once it begins to provide local service.

Response:

BLSI will utilize our outside field sales personnel who contact customers directly and inside sales personnel who contact customers by phone.

19. Will your company abide by federal and state slamming laws?

Response:

Yes. BLSI will comply with all applicable slamming rules and regulations as established by both the FCC and the Illinois Commerce Commission.

20. Has your company written guidelines to prevent the unauthorized slamming of local exchange customers?

Response:

Yes.

21. Has your company provided service under any other name?

Response:

BLSI has not provided local service under any other name in the State of Illinois.

22. Have any complaints or judgements been levied against the company? (Instate, out-of-state, or FCC).

Response:

No. See question 10 of this application.

**Responses of Mr. Donald I. Marshall,  
Broadwing Local Services Inc.  
To Cross Examination Financial Questions**

(Answer if requesting waiver of Part 710) What circumstances warrant a departure from the prescribed Uniform System of Accounts ("USOA")?

BLSI keeps its accounting books according to the General Accepted Accounting Principles ("GAAP"). Therefore, it would be overly burdensome for BLSI to be required to maintain two sets of accounting books, one in USOA format and one in GAAP.

Will records be maintained in accordance with Generally Accepted Accounting Principles ("GAAP")?

Yes

Will applicants accounting system provide an equivalent portrayal of operating results and financial condition as the USOA?

Yes

Will applicants accounting procedures maintain or improve uniformity in substantive results as among similar telecommunications companies?

Yes

Will applicant maintain its records in sufficient detail to facilitate the calculation of all applicable taxes?

Yes

Does the accounting system currently in use by applicant provide sufficiently detailed data for the preparation of Illinois Gross Receipts Tax returns? What specific accounts or sub-accounts provide this data?

Yes. Account 2170.000

If a waiver of Part 710 is granted, will applicant provide annual audited statements or all periods subsequent to granting of the waiver?

Yes

Does applicant agree that the requested waiver of Part 710 will not excuse it from compliance with future Commission rules or amendments to Part 710 otherwise applicable to the Company?

Yes

**Responses of Mr. Donald I. Marshall,  
Broadwing Local Services Inc.  
To Cross Examination Questions for 911**

Please provide the name, address, telephone and fax number of the 911 contact person for your company.

Mr. Donald J. Kiely  
201 E 4<sup>th</sup> Street  
Cincinnati, Ohio 45202  
(513) 397-7743 (ofc.)  
(513) 651-5478 (fax)

Will your company ensure that 911 traffic is handled in accordance with the 83 Illinois Administrative Code Part 725 and the Emergency Telephone System Act?

Yes.

Will your company contact and establish a working relationship with the 911 systems when you begin to provide local telephone service?

Yes

Will your company coordinate with the incumbent LEC(s) and local 911 systems to provide transparent service for your local exchange customers?

Yes

Who will be responsible for building and maintaining the 911 database for your local exchange customers?

BLSI will work with the local PSAP's to maintain the 911 customer information.

How often will your company update the 911 database with customer information?

Daily, but is dependent upon the interfaces with the ILEC and the frequency of their updates.

Will your company's billing system have the ability to distinguish between facilities based and resale for the collection of the 911 surcharge?

Yes

Does your company have procedures for the transitioning of the 911 surcharge collection and disbursement to the local 911 system?

Yes

Will your company's proposal require any network changes to any of the 911 systems?

No

Will your company be able to meet the requirements specified under Part 725.500(o) and 725.620(b) for the installation of call boxes?

Yes

Does your company plan to file for a waiver of Part 725.500(o) and 725.620(b) in the future?

No.



MANDATORY IMPORTANT NOTICE

This state agency is requesting disclosure of information that is necessary to accomplish the statutory purpose as outlined in Section 76 of the Illinois Public Utilities Act Chapter 111 213, Section 1 et seq. Of the Illinois Revised Statutes. Disclosure of this information is mandatory. Failure to provide this information could result in a fine of not less than five hundred dollars nor more than two thousand dollars. This form has been approved by the Forms Management Center.

**RETURN TO:**

**Chief Clerk  
Illinois Commerce Commission  
527 East Capitol Avenue  
P.O. Box 19280  
Springfield, IL 62794-9280**

**CHIEF EXECUTIVE OFFICER AND DESIGNATED AGENT FORM**

(Pursuant to 83 Ill. Adm. Code part 21 5)

Corporate Name:

An Illinois Corporation

Broadwing Local Services Inc.

A Foreign Corporation

Chief Executive Officer      Richard S. Pontin  
Address      1122 Capital of Texas Highway South  
                 Austin, TX    78746  
Telephone Number (512) 742-4112

REQUIRED INFORMATION

Agent in Illinois - Name      C T Corporation System  
Address      c/o C T Corporation System, 208 LaSalle Street  
                 Chicago, Illinois      60604  
                 Zip Code  
Telephone Number

Notify the Chief Clerk of the Commission **within fifteen (15) days of any change in agent or officer.**

Please indicate on this form if you wish to also name an out-of-state agent to receive notices and orders.

BLSI wishes to name the following parties as its out-of-state agent to receive notices and orders.

Mr. Thomas E. Taylor  
Secretary and General Counsel  
Broadwing Inc.  
201 E 4<sup>th</sup> Street  
Suite 102-715  
Cincinnati, Ohio 45202  
(513) 397-1504

Mr. Donald I. Marshall  
Assistant Vice President  
Regulatory Affairs  
201 E 4<sup>th</sup> Street  
Room 102-910  
Cincinnati, Ohio 45202  
(513) 397-1289

MEMBERSHIP APPLICATION AND AGREEMENT  
ILLINOIS TELECOMMUNICATIONS ACCESS CORPORATION

Name of Applicant: Broadwing Local Services Inc.

Address of Applicant: 1122 Capital of Texas Highway South  
Austin, TX 78746-6426

Name, title, address, and telephone number of responsible individual with applicant to whom communications should be sent:

Mr. Donald I. Marshall  
Assistant Vice President - Regulatory Affairs  
201 E 4<sup>th</sup> Street, Room 102-910  
Cincinnati, OH 45202  
513-397-1289 (voice)  
513-397-2408 (fax)  
don.marshall@cinbell.com

The applicant hereby applies for membership in the Illinois Telecommunications Access Corporation ("Corporation"), an Illinois not-for-profit corporation. Upon the applicant's execution of this application and submission of this application to the corporation, the corporation will accept and execute this application in the space provided below, and will return an executed copy of this application to the applicant.

In support of its application for membership, the applicant states and agrees as follows:

1. Applicant is a telecommunications carrier providing local service as defined in the Illinois Public Utilities Act ("PUA").
2. Applicant agrees that it will be subject to, and have those rights and obligations set forth in, the By-laws of the corporation as adopted by the corporation's board of directors and approved by the Illinois Commerce Commission ("Commission"), as now in effect and as amended from time to time in the future.
3. Applicant acknowledges that the corporation is subject to the continuing supervision of and regulation by the Commission, and that the rights and obligations of each member may change as a result of this supervision and regulation.
4. To the extent from time to time approved by the Commission, the applicant delegates to the corporation authority to make such actions on behalf of the applicant as shall be necessary for the applicant to comply with its obligations under Section 13-703 of the PUA.
5. Applicant agrees to pay such portions of the monies collected by or on behalf of the applicant under and pursuant to Section 13-703 of the PUA (including income therefrom and appreciation thereon) as the Commission may from time to time order or as the corporation may from time to time request in accordance with orders of the Commission.

Dated: September 11, 2000

By: Donald I. Marshall

Title: Assistant Vice President - Regulatory Affairs

SPACE BELOW TO BE COMPLETED BY ITAC ONLY

Acceptance: The above application and agreement is hereby accepted and the applicant is hereby accepted for membership in the corporation.

Date: \_\_\_\_\_

Illinois Telecommunications Access Corporation

By: \_\_\_\_\_

Title: \_\_\_\_\_

MEMBERSHIP APPLICATION AND AGREEMENT  
UNIVERSAL TELEPHONE ASSISTANCE CORPORATION

Name of Applicant: Broadwing Local Services Inc.

Address of Applicant: 1122 Capital of Texas Highway South  
Austin, TX 78746-6426

Name, title, address, and telephone number of responsible individual with applicant to whom communications should be sent:

Mr. Donald I. Marshall  
Assistant Vice President - Regulatory Affairs  
201 E 4<sup>th</sup> Street, Room 102-910  
Cincinnati, OH 45202  
513-397-1289 (voice)  
513-397-2408 (fax)  
don.marshall@cinbell.com

The applicant hereby applies for membership in the Universal Telephone Assistance Corporation ("Corporation"), an Illinois not-for-profit corporation. Upon the applicant's execution of this application and submission of this application to the Corporation, the Corporation will accept and execute this application in the space provided below, and will return an executed copy of this application to the applicant.

In support of its application for membership, the applicant states and agrees as follows:

1. Applicant is a telecommunications carrier providing local service as defined in the Illinois Public Utilities Act ("PUA").
2. Applicant agrees that it will be subject to, and have those rights and obligations set forth in, the By-laws of the corporation as adopted by the Corporation's board of directors and approved by the Illinois Commerce Commission ("Commission"), as now in effect and as amended from time to time in the future.
3. Applicant acknowledges that the corporation is subject to the continuing supervision of and regulation by the Commission, and that the rights and obligations of each member may change as a result of this supervision and regulation.
4. To the extent from time to time approved by the Commission, the applicant delegates to the corporation authority to make such actions on behalf of the applicant as shall be necessary for the applicant to comply with its obligations under Section 13-301.1 of the PUA.
5. Applicant agrees to pay such portions of the monies collected by or on behalf of the applicant under and pursuant to Section 13-301.1 of the PUA (including income therefrom and appreciation thereon) as the Commission may from time to time order or as the corporation may from time to time request in accordance with orders of the Commission.

Dated: September 11, 2000

By: Donald I. Marshall

Title: Assistant Vice President - Regulatory Affairs

SPACE BELOW TO BE COMPLETED BY UTAC ONLY

Acceptance: The above application and agreement is hereby accepted and the applicant is hereby accepted for membership in the corporation.

Date: \_\_\_\_\_

Universal Telephone Assistance Corporation

By: \_\_\_\_\_

Title: \_\_\_\_\_